

Appendix A: Guidelines for Food Establishments during a Boil Water Order/Advisory

The below guidelines are minimum requirements to adhere to during a Boil Water Order/Advisory. Failure to follow these guidelines may result in the closure of the premise.

Drinking Water

- All drinking water provided to customers must be brought to a rolling boil for a minimum of one minute and stored in a clean, food grade, sanitized, covered container and kept refrigerated until served, or use commercially bottled water.
- Post all taps with signs that read “Do not drink the water”.

Food

- All water used as an ingredient in food (e.g. pudding) or used to wash food (e.g. fruits, vegetables) must be brought to a rolling boil for a minimum of one minute and cooled, or use commercially bottled water.
- Do not use ice machines, pop machines, dipper wells, auto shut-off tea kettles, coffee makers or any other equipment that is hooked up to the water supply.
- Coffee must be made using previously boiled water or commercially bottled water.
- Ice must be made with previously boiled water, commercially bottled water or supplied by a commercial ice supply distributor.
- Tap water may be used to thaw food, provided that the food will be cooked to an internal temperature of 74°C/165°F prior to service.

Dishwashing

- Commercial dishwashers are adequate, but must be verified to be working at the appropriate hot temperature sanitizer temperature of 82°C/180°F, or 100ppm chlorine solution, or 200ppm quaternary ammonium compound (QUAT).
- Beverage glass washers can only be used if the rinse temperature can be increased and maintained at 82°C/180°F, or a chemical sanitizer is used.
- Dishes can be washed by hand using the wash, rinse, sanitize, air dry method provided that the sanitizing solution is verified to be 100ppm chlorine, 200ppm QUAT, or 25ppm iodine.
- Tap water may be used to sanitize countertops, chopping boards or utensils. First wash with soap and water and then sanitize with an appropriate sanitizing solution.

Staff

- Any employee suffering from diarrhea or vomiting must be excluded from work until 24 hours symptom free and should see their family physician.

Handwashing

- Wash hands with soap and tap water, dry with paper towel and follow-up with an alcohol based hand rub/sanitizer with a minimum of 70% alcohol content, OR wash your hands with previously boiled water that has cooled.
- Hand sanitizers are to be supplied to all sinks including customer and staff washrooms, hand sinks, dishwashing/prep sinks.

After the BWO/A

- Flush and sanitize all food equipment or fixtures that is plumbed or uses water according to manufacturer's direction. This would include ice machines, beverage machines, coffee makers, etc.
- Run all faucets in the establishment for one minute.
- Flush any water filtration system according to manufacturer's instructions.